

Overview	Special services are enhancements that, for a fee in addition to postage, provide greater security and accountability for mail, convenience to the sender, or improved handling. Special services are not available for use with Periodicals mail. Not all special services are available for use with all other classes of mail, and only specific services may be combined for the same mailpiece.
Rates and Fees (R900)	Fees are in addition to required postage for rates claimed. Some services require payment of an annual fee.
Postage and Payment Methods	Fees for special services may be incorporated into payment method selected.
Business Reply Mail (BRM) (S922)	Allows permit holders to pay postage for mail received from customers supplied with BRM material. Specific authorization needed, and pieces must meet certain physical standards. Available only for First-Class Mail or Priority Mail.
Certificate of Mailing (S914)	Provides evidence of mailing. Available for Priority Mail, First-Class Mail, and Standard Mail.
Certified Mail (S912)	Provides the sender with a mailing receipt. Record of delivery kept at recipient's post office. Available only for items sent at First-Class Mail rates (including Priority Mail); may be combined with restricted delivery and return receipt (Form 3811).
Collect on Delivery (COD) (S921)	Provides USPS collection from recipient of price and cost of postage for an article for which recipient had not prepaid. Available for Express Mail, First-Class Mail, Priority Mail, Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail and Library Mail; may be combined with restricted delivery or return receipt. Registered mail COD is available for items sent at First-Class Mail rates. Restricted delivery is not available for Express Mail COD.
Express Mail Insurance (S500)	Provides indemnity coverage of up to \$500 for no extra charge for items that are lost, rifled, or damaged. Additional insurance may be purchased, up to a maximum liability of \$5,000, for merchandise valued at more than \$500. For negotiable items, currency, or bullion, the maximum liability is \$15. Available with return receipt (Form 3811). COD service available for other than Express Mail Military Service shipments.
Insured Mail (S913)	Provides indemnity coverage of up to \$5,000 for a lost, rifled, or damaged article. Available only for Standard Mail, Standard Mail sent as Priority Mail or First-Class Mail, or official government mail endorsed "Postage and Fees Paid." May be combined with merchandise return, parcel airlift, or special handling; return receipt service (Form 3811) or restricted delivery service may be obtained for parcels insured for more than \$50.
Merchandise Return Service (S923)	Allows permit holders to pay postage for parcels received from their customers. Available for Priority Mail, single-piece First-Class Mail, Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail to be returned by the permit holder's customers; may be combined with insured mail, registered mail, special handling, or certificate of mailing.
Parcel Airlift (PAL) (S930)	Provides for air transportation of parcels on a space-available basis to or from military post offices outside 48 contiguous states for dispatch to other overseas military post offices or offices within 48 contiguous states. Available only for Standard Mail not exceeding 30 pounds and 60 inches in length and girth combined. Restricted delivery and return receipt service available if insured for more than \$50. Available with certificate of mailing, special handling, or insured mail.
Registered Mail (S911)	Provides most secure service offered by USPS for domestic mail. Available only for items paid at Priority Mail and First-Class Mail rates; may be combined with COD, restricted delivery, merchandise return or return receipt. Postal insurance is provided for articles valued at more than \$100, up to a maximum of \$25,000 and is included in the fee. For articles valued at \$100 or less, postal insurance is optional.

Restricted Delivery
(S916) Directs delivery only to addressee or addressee's authorized agent. Available only for certified mail, COD, mail insured for more than \$50, or registered mail. Restricted delivery is not available for Express Mail COD (S500).

Return Receipt
(S915) Provides sender with evidence of delivery (Form 3811); supplies the recipient's actual address if different from the address used by sender; may be requested before or after mailing. Available only for Express Mail and mail sent as certified mail, COD, insured for more than \$50, or registered mail.

Return Receipt for Merchandise
(S917) Provides sender with a mailing receipt (Form 3804) and a return receipt (Form 3811); a return receipt supplies the recipient's actual address if different from the address used by sender; a record of delivery kept at recipient's post office but no record is kept at the office of mailing. Available for merchandise sent at Priority Mail, Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, or Library Mail rates; special handling is available for Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, and Library Mail.

Special Handling
(S930) Provides preferential handling, but not preferential delivery, to extent practicable in dispatch and transportation. Available only for Single-Piece Standard Mail, Parcel Post, Bound Printed Matter, Special Standard Mail, or Library Mail; may be combined with COD, insured mail, or return receipt for merchandise; must be used for shipments of honeybees or baby poultry.

This guide is an overview only. For the specific DMM standards applicable to this category of mail, consult the DMM sections referenced above and the general sections within each DMM module.